

City of Collinsville
P. O. Box 649
Collinsville, TX 76233-0649

Customer Service Agreement

- I. **Purpose.** The City of Collinsville is responsible for the protecting of the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Collinsville will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
- II. **Plumbing Restrictions.** The following undesirable plumbing practices are prohibited by state regulation.
- A. No direct connections between the public drinking water supply and a potential source of contamination are permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
 - B. No cross connection between the public water supply and the private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by installation of an air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connection, which allows condensing, cooling or industrial process water to be returned to the public drinking water supply, is permitted.
 - D. No pipe or pipe fittings, which contain more than 8.0% lead, can be used for the installation or repair of plumbing at any connection, which provides water for human use.
 - E. No solder or flux, which contains more than .02% lead, can be used for the installation or repair of plumbing at any connection, which provides water for human use.
- III. **Service Agreement.** The following are the terms of the service agreement between the City of Collinsville and the applicant who has signed this agreement.
- A. The water system will maintain a copy of this agreement as long as the customer and/or the premises are connected to the water supply.
 - B. The customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing problems. These inspections shall be conducted by the City of Collinsville or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the City of Collinsville's normal business hours.
 - C. The City of Collinsville shall notify the customer in writing of any cross-connection or other undesirable plumbing practice, which has been conducted during the initial inspection or the periodic re-inspection.
 - D. The customer shall immediately correct any undesirable plumbing practice on his/her premises.
 - E. The customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the City of Collinsville. Copies of all testing and maintain records shall be provided to the City of Collinsville.
- IV. **Enforcement.** If the property owner fails to comply with the terms of the Service Agreement, the City of Collinsville shall, at its option, either terminate service or properly install, test and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.

Customer's Signature: _____ **Date:** _____

Physical Address:

Day time phone#: _____